

**B.Sc. FASHION MERCHANDISING AND
RETAIL MANAGEMENT (BSCFMRM)**

Term-End Examination

00330

December, 2014

BFW-025 : RETAIL OPERATIONS – II

Time : 3 hours

Maximum Marks : 70

Note : Attempt any **seven** questions. All questions carry equal marks.

1. What do you understand by shop-lifting ? How are shop-lifters classified ? What methods are commonly used for shop-lifting ? 10
2. What do you understand by Organised Retail Crime (ORC) ? Discuss their modus operandi in detail. 10
3. What do you understand by retail operations ? Describe the functions and objectives of retail operations management. 10
4. What do you understand by physical inventory count ? What are the consequences of over-statement of inventory of negative discrepancy ? Describe the procedure to conduct a physical inventory in your store with as little disruption and as much accuracy as possible. 10

5. What is the impact of organised retail crime on economy and public health and safety ? What efforts are made by the retailers to combat Organised Retail Crime (ORC) ? Why do retailers hesitate to implement stringent merchandise protection methods ? 10

 6. What do you understand by “Stock taking” ? Discuss three methods of stock taking in detail. Also comment upon the real and apparent stock shortage. 10

 7. Describe the major concerns of store space management and also discuss retail space performance measures. 10

 8. Describe the role of Internet technology in redefining the Retail Operations in the entire value chain. 10
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